



# ENGAGEMENT, MOTIVATION AND REMOTE WORKING

A toolkit for leaders

# WELCOME

During the unprecedented current global situation it is likely that at some point in the near future you and your team may need to work remotely.

During these times of remote working, keeping your team engaged, motivated and resilient can be a challenge, especially if this is not something you have done before.

This toolkit of resources has been designed to enable you and your team to work together, keep motivated and deliver results in these difficult times.



# NAVIGATING THIS TOOLKIT

1	2	3	4
<b>THE BASICS</b> Advice for leading remote workers	<b>PARADIGMS</b> How are we seeing things as a team?	<b>INFLUENCE</b> What can we control and what can't we control?	<b>ENERGY</b> How can we keep our energy levels high?

# PART ONE - THE BASICS



# TIPS ON LEADING REMOTE WORKERS



Kory Kogon is FranklinCovey's Vice President of Field Development. Kory is also one of the authors of the Wall Street Journal bestseller "The 5 Choices: The Path to Extraordinary Productivity", in addition to "Project Management Essentials for the Unofficial Project Manager" and "Presentation Advantage".

It's not uncommon for leaders to worry about managing remote workers. Without seeing them in the office every day, it's easy to make assumptions, but did you know that research shows that remote workers often keep longer hours and are more productive than in-office workers? Too often managers equate low face time with low work ethic or output.

**To avoid this unconscious bias and the damage it can do to your leadership legacy, try the following tips:**

- Focus on what your remote workers have accomplished, not on whether you can see them accomplishing it.
- Build trust with your remote workers during your one-on-ones. Take the first five minutes to get to know them personally, inquire about non-work issues, and ask them for feedback on how you can communicate better.
- Remote workers can't just drop in for helpful feedback, so clarify your performance expectations frequently.
- Make your check-ins more interactive. Screen-share slide decks and spreadsheets so that you both see what's going on.



# PARADIGMS

HOW ARE WE SEEING THINGS AS A TEAM?



## KEY INSIGHT

HOW YOUR TEAM SEES THE CURRENT SITUATION WILL HAVE A HUGE IMPACT ON THEIR BEHAVIOUR AND THEIR RESULTS.

# WHAT IS A PARADIGM?



Paradigms are the way we see, understand, and interpret the world—our mental map.

## PARADIGMS

[Click here to watch a video explaining paradigms and how they impact our lives](#)

## WEAR GLASSES THAT WORK

[Click here to watch a video describing the impact of your paradigms on relationships](#)



# APPLY IT WITH YOUR TEAM - PARADIGMS

- Ask your team members to watch the videos on the previous page.
- Get together on a video conference and ask them to complete the following exercise:

## STEP 1

**TASK:** List five words that describe how you feel about the current work situation and how it is affecting your productivity and performance.

## STEP 2

**SHARE:** Socialise the words you have written down with each other and look for commonalities.

## STEP 3

**ASK:** What do these words tell us about our paradigm regarding the current situation? How might that affect our behaviour, our results, our relationships?

## STEP 4

**TASK:** Now write down five words you'd like to say about the current situation and your productivity.

## STEP 5

**SHARE:** Identify how your paradigm needs to change to make the five new words happen.

# INFLUENCE

WHAT CAN WE CONTROL AND WHAT CAN'T WE CONTROL?



## KEY INSIGHT

DURING DIFFICULT TIMES, WHERE YOU FOCUS YOUR ENERGY AND THE LANGUAGE YOU USE HAS A PROFOUND IMPACT ON YOUR TEAM'S INFLUENCE AND YOUR CUSTOMER'S PERCEPTIONS.



## CIRCLE OF INFLUENCE

Click here to watch a video explaining how to focus your energy and attention where it counts, on the things over which you have influence.

## PROACTIVE LANGUAGE

Click here to watch a video explaining how the language we use can have a profound effect on our paradigms, our influence and our results

# APPLY IT WITH YOUR TEAM - CIRCLE OF INFLUENCE

## STEP 1

**TASK:** Download the “Circle of Influence Challenge” Tool below

## STEP 2

**SHARE, ASK AND TASK:** Send the video and tool to team members asking them to watch the video and then complete the tool by focusing on the current working situation.

## STEP 3

**SHARE:** Bring the team together and discuss what they have written in each part of the tool.

## STEP 4

**ASK:** What are the key elements of the current situation that we believe are within our circle of influence?

## STEP 5

**COMMIT:** Ask each team member to committing to doing one thing within their circle of influence that will have a positive impact on results.

[Click here to download the  
“Circle of Influence Challenge” Tool](#)

# APPLY IT WITH YOUR TEAM - PROACTIVE LANGUAGE

## STEP 1

**TASK:** Watch the “Proactive Language” video together as a team, or separately prior to meeting

## STEP 2

**ASK:** What instances of reactive language are you seeing in yourself? What impact might it be having?

## STEP 3

**ASK:** How might we focus on using more proactive language within the team, and with our stakeholders?  
What might the impact be?

## STEP 4

**COMMIT:** Ask each team member to commit to using proactive language and to hold each other accountable if they hear reactive language

# ENERGY

HOW CAN WE KEEP OUR ENERGY LEVELS HIGH?



## KEY INSIGHT

HOW AND WHEN YOU AND YOUR TEAM CHOOSE TO WORK, AND THEIR SELF CARE, WILL MAKE ALL THE DIFFERENCE TO YOUR RESULTS.



**FRANKLINCOVEY ON LEADERSHIP WITH SCOTT MILLER**  
WEEKLY INTERVIEWS, TOOLS, ARTICLES, AND PODCASTS  
TO HELP YOU BECOME A BETTER LEADER.

# INVEST IN YOUR MOST IMPORTANT ASSET: YOUR BRAIN

FRANKLIN COVEY  
**ON LEADERSHIP**  
WITH  
SCOTT MILLER

In episode 6 of **FranklinCovey On Leadership** to join Dr. Daniel Amen, renowned physician and #1 New York Times best-selling author, to learn simple ways to care for your most important professional asset--your brain--and how leaders can invest in their employees' brain health.



Dr. Daniel Amen is the founder of Amen Clinics. He is an esteemed neuroscientist and a double board-certified psychiatrist. Along with this, he is a ten-time New York Times Best-Selling Author and a distinguished fellow of the American Psychiatric Association.

[WATCH OR LISTEN TO THE EPISODE](#)



# SUPERCHARGE YOUR ENERGY

Watch episode 17 of **FranklinCovey On Leadership** to understand how your energy level correlates directly to your productivity. Join bestselling author and FranklinCovey productivity expert Leena Rinne, as she discusses three key energy drivers—sleep, relax, and connect



Leena Rinne is Vice President of Consulting at FranklinCovey. She is responsible for the hiring, operational support, management, and development of the FranklinCovey consultant team, and the ongoing high-quality delivery of FranklinCovey programs and solutions. She is also a co-author of the books *The 5 Choices: The Path to Extraordinary Productivity* and *Leading Loyalty: Cracking the Code to Customer Devotion*.

[WATCH OR LISTEN TO THE EPISODE](#)

# APPLY IT WITH YOUR TEAM - PERSONAL ENERGY AUDIT

STEP 1

**TASK:** Ask your team to watch or listen to episodes 6 and 17 of **FranklinCovey On Leadership**

STEP 2

**TASK:** Download the “Personal Energy Audit” Tool below

STEP 3

**SHARE AND TASK:** Share the tool with your team and ask each member to complete the tool

STEP 4

**COMMIT:** Commit to discussing their answers with them at your next 1-on-1

STEP 5

**DO:** Focus your next 1-on-1 your team member’s energy

[Click here to download the  
“Personal Energy Audit” Tool](#)



# TAKE ADVANTAGE OF TIMING FOR PEAK PERFORMANCE



In episode 10 of **FranklinCovey On Leadership** join best-selling author Daniel Pink to learn how to leverage timing to produce better results, and when you should—and shouldn't—do your analytical, routine, and creative work...



Daniel H. Pink is the author of six provocative books — including his newest, *When: The Scientific Secrets of Perfect Timing*, which spent four months on the New York Times bestseller list and was named a best book of 2018 by Amazon, iBooks, Goodreads, and several more outlets. His other books include the long-running New York Times bestseller *A Whole New Mind* and the #1 New York Times bestsellers *Drive* and *To Sell is Human*. His books have won multiple awards and have been translated into 39 languages. He lives in Washington, DC with his family.

[WATCH OR LISTEN TO THE EPISODE](#)



# APPLY IT WITH YOUR TEAM - TAKE ADVANTAGE OF TIMING

STEP 1

**TASK:** Ask your team to watch or listen to episode 10 of **FranklinCovey On Leadership**

STEP 2

**COMMIT:** Commit to discussing their insights into their own ways of working and at what times they are most productive at your next 1-on-1

STEP 3

**DO:** Focus your next 1-on-1 on listening to your team member about when during the day they are most productive

STEP 4

**COMMIT:** Commit to supporting them to manage their time when they are working remotely so they are at their most productive





**WE HOPE YOU FOUND THIS TOOLKIT USEFUL**